



## FAQ – Premium Pass

### What type of Efma events can I attend with my Premium Pass?

The Premium Pass includes free participation in all 2017 Efma conferences listed below:

- Retail Banking Summit in the Middle East
- Mobile Banking and Digital Wallet Summit
- SME Summit
- Distribution Summit
- Insurance Summit
- Innovation Summit
- 45<sup>th</sup> Efma Congress: Banking Transformation

Efma Learning expeditions (previous Business trips) are not included in the Premium Pass.

### What are my Premium Pass holder benefits for Efma members?

- Attend all 2017 Efma conferences for less than the cost of two registrations
- Convince your line manager only once and enjoy the freedom to attend any Efma conferences that interest you over the year
- Get privileged access to valuable Efma conference content:
  - Full access to all 2017 conference presentations downloadable on [efma.com](http://efma.com) even if you cannot attend the conferences
  - Full access to all the keynote video recordings of the Distribution Summit and 45<sup>th</sup> Efma Congress

### What can I do if I'm interested in the Premium Pass but I'm not an Efma member?

This is an exclusive offer for Efma member institutions, if you want to take advantage of this offer you need to become an Efma member: [www.efma.com/joinefma](http://www.efma.com/joinefma)

### Why does French VAT apply to the Premium Pass and what are the implications on its cost?

Pursuant to European and French regulations on intra-Community VAT, Efma is required to invoice French VAT on Premium Pass subscriptions. The additional cost that this might represent for some of our members has been taken into account when determining the price of the Premium Pass.

### How and when can I purchase a Premium Pass?

You can purchase your Premium Pass until the end of 2017 via [www.efma.com/PremiumPass](http://www.efma.com/PremiumPass) or using the PDF form. You can pay either by credit card or by bank transfer after receiving your proforma invoice. Payment needs to be effective 15 days after purchasing the Premium Pass.

**I would like to purchase a Premium Pass but I have already attended an Efma conference in 2017 without being a Premium Pass holder. Can I be reimbursed?**

No reimbursements are possible for conferences registrations prior to the Premium Pass purchase.

**What do I need to do to activate my Premium Pass?**

No specific action is required. Upon reception of payment, your Premium Pass is automatically activated. You can then enjoy all your Premium Pass benefits!

**How is my Premium Pass materialised?**

To enjoy all the benefits linked to the Premium Pass, you must have paid the full purchase price. Upon receipt of payment, your Premium Pass is automatically activated. You will receive an email notification confirming the validity of your Premium Pass. If you do not receive it, please contact the support team [PremiumPass@efma.com](mailto:PremiumPass@efma.com).

**Can I transfer my Premium Pass to a colleague?**

The Premium Pass is purchased intuitu personae. It cannot be transferred to a third party, unless in case of illness, a Premium Pass holder, is authorized to be replaced once in a year. If you leave your current institution, your Premium Pass will automatically be cancelled and not refunded.

**How can I be identified as Premium Pass holder at Efma conferences?**

The Premium Pass is purchased intuitu personae. The identity of Premium Pass holder can be checked at the Efma event welcome desk.

**What are the Premium Pass holder's registration/cancellation deadlines at Efma conferences?**

All Premium Pass holders must register for the conferences they wish to attend using either the online registration forms or PDF forms that can be found at the end of conference brochures. For logistic reasons, Premium Pass holders must register for events or cancel their attendance at least 10 days before the first day of the conference. Otherwise, Efma cannot guarantee all the Premium Pass benefits to holders attending the conference on D-day.

**Can I cancel my Premium Pass?**

You can cancel your Premium Pass but it cannot be transferred to a third party, under any circumstances. Furthermore, it is non-refundable.

**When does my annual Premium Pass expire and how do I renew it?**

The 2017 Premium Pass expires at the end of the calendar year (31/12/2017). You will receive an email one month before the expiry date inviting you to renew your Premium Pass for 2018. Please note that renewal is not automatic. Another subscription campaign will be launched at the beginning 2018 inviting all 2017 Premium Pass holders to renew their subscription for 2018.

**You did not find the answer to your question?**

Please contact the Premium Pass department [PremiumPass@efma.com](mailto:PremiumPass@efma.com) or call +33 1 47 42 52 72